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| Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b)) | U.S. Department of Commerce Patent and Trademark Office | | Attorney's Docket No. 13906-168001 | Application No. N/A |
| | Applicant Christopher Ronnewinkel et al. | | | |
| | Filing Date | | Group Art Unit | |

| U.S. Patent Documents | | | | | | | |
|-----------------------|-----------|-----------------|------------------|----------|-------|----------|----------------------------|
| Examiner Initial | Desig. ID | Document Number | Publication Date | Patentee | Class | Subclass | Filing Date If Appropriate |
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| Foreign Patent Documents or Published Foreign Patent Applications | | | | | | | | |
|---|-----------|-----------------|------------------|--------------------------|-------|----------|-------------|----|
| Examiner Initial | Desig. ID | Document Number | Publication Date | Country or Patent Office | Class | Subclass | Translation | |
| | | | | | | | Yes | No |
| | AB | 01/06435 | 01/25/01 | WIPO | | | | X |

| Other Documents (include Author, Title, Date, and Place of Publication) | | |
|---|-----------|--|
| Examiner Initial | Desig. ID | Document |
| JH | AC | Product Description of Siebel eMail Response Value Proposition, obtained from www.siebel.com , printed from the Internet on October 23, 2003, 6 pages. |
| JH | AD | E-Service With Advanced Workflow, obtained from http://www.realmarket.com/news/qlinktech040500.html , printed from the Internet on April 7, 2004, 2 pages. |
| JH | AE | Product Description of SAP Basic Data (QM-PT-BD), obtained from www.help.sap.com , printed from the Internet on March 24, 2004, 2 pages. |

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| Examiner Signature /Joon Hwang/ | Date Considered 01/08/2007 |
| EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | |